

TODAY'S MESSAGE

MM&P HOLIDAY SCHEDULE

In observance of Highmark Delaware's holiday schedule, the Medical Management & Policy (MM&P) department will be adjusting its hours on the following dates as follows:

Holiday	Schedule
Thanksgiving Day, November 28, 2013	Closed
Day after Thanksgiving, November 29, 2013	Open 8:30 a.m. - 4:30 p.m.
Christmas Eve, December 24, 2013	Open 8:30 a.m. - 3:00 p.m.
Christmas Day, December 25, 2013	Closed
New Year's Eve, December 31, 2013	Open 8:30 a.m. - 2:30 p.m.
New Year's Day, January 1, 2014	Closed

The adjustment to regular business hours for MM&P applies for medical, pharmacy, and behavioral health requests. Although MM&P will either be closed or have limited hours on these dates, providers still have access to eligibility, benefits, claim status, and other key information via NaviNet®. Hospitals can also use the Automated Care Management functionality to request authorization of inpatient admissions and post-acute transfers.

Highmark Delaware wishes you a healthy and happy holiday season.